

# WARRANTY INFORMATION

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## **Limited Lifetime Warranty:**

Waddell warrants all cases to be free from defects in material and workmanship under normal use and care. Our warranty covers replacement of parts and material only. Electrical fixtures are covered for one year. Contact Waddell Customer Service for all warranty claims and replacements.

## **Finish Warranty:**

Minor variations in finish color may occur due to the unique texture and grain of wood. Warranty does not cover finish damage under normal wear and tear.

## **Exclusions:**

This warranty does not apply to:

- Damage caused by drilling or mounting customer's own materials to case without following Waddell's hanging instructions
- Normal wear and tear, which is to be expected during the period of ownership
- Color, grain, or texture of wood, laminate, and other covering materials
- Non-compliance with installation and maintenance instructions
- Electrical grommets where the box has been opened
- Damages or failures resulting from modifications, alterations, misuse, abuse, negligence, or improper care and maintenance of our products

Follow these procedures to process warranty issues:

1. Contact Waddell Customer Service (800.622.1331) and provide the purchase order number or acknowledgment number if available, and a detailed description of the warranty issue.
2. Customer Service will determine and pre-approve all resolutions to the claim such as replacement units, service parts, labor and repair charges. Upon approval, resolutions will be assigned an authorization number.
3. The authorization number must be included on all invoices for reimbursement. Any unauthorized charges will not be the responsibility of Waddell.